

## Vaccine Management Business Improvement Project (VMBIP)

### Preparing for Centralized Vaccine Ordering and Distribution

MDPH will transition to VMBIP, a national centralized vaccine ordering and distribution system, on June 23, 2008. To ensure a smooth transition at your site, follow the steps outlined below.

#### Designate a Vaccine Manager

Appoint one of your staff to be the Vaccine Manager and another staff person to be a back up. Give these individuals the responsibility and authority to manage your vaccine ordering and storage. Your Vaccine Manager should:

- Prepare your site for the conversion to centralized vaccine ordering and distribution.
- Determine your average monthly usage for each vaccine.
- Assess refrigerator storage capacity for vaccines.

**Don't Wait Until June!** – adjust inventories of all vaccines to the same ordering level **NOW** to ensure that orders for all vaccines are placed on the same schedule beginning in June.

#### Develop a Protocol for Vaccine Ordering

- As of June 23, 2008, remember it is important to place your order when you still have a 6-week inventory on hand.
- Determine vaccine ordering levels for each vaccine so that orders for all vaccines are placed at the same time.
- Complete and fax the following forms to MDPH at 617-983-6924
  - MDPH Vaccine Order Form
  - Vaccine Usage Aggregate Report
  - Temperature log (for past month)
- Fax forms on a scheduled basis and keep copies of all forms at your site for documentation and reference.
- Indicate **any** changes in your delivery hours or shipping instructions on your *Vaccine Order Form* or call the MDPH Vaccine Management Unit at 617-983-6828.

#### Develop a Protocol for Vaccine Receiving

Depending on the quantity of vaccine you administer during the year, vaccine shipments could be as frequent as every month, every 2-3 months, or as needed. Follow the procedures below when FedEx or UPS delivers a shipment of vaccines:

- **Expect order delivery no later than 14 days after order placement.**
  - Orders may arrive sooner. Once you've placed your order, be prepared to receive it.
  - If your order does not arrive within 14 days of order placement, contact the MDPH Vaccine Management Unit at 617-983-6828.
- **Open the box immediately.** Not doing so risks damage to the vaccines.
- **Check transit temperature monitors inside the container immediately.**
  - If the temperature is acceptable, store the vaccine in the refrigerator. [Varicella and measles, mumps, rubella, varicella (MMRV) vaccines will still be shipped directly from Merck and must be stored in the freezer.]
  - If the temperature was not acceptable, place vaccine in a bag marked '**DAMAGED - DO NOT USE**' and store separately in refrigerator (freezer if it is varicella or MMRV vaccine). Contact the MDPH Vaccine Management Unit immediately at 617- 983-6828.

- **Verify the packing list to ensure all the vaccine ordered was received.**
  - Does the information on the packing list match your order, and what is in the box?
  - Do the number of doses and presentation of each antigen match?
  - Do the expiration dates and the lot numbers match?
  - Do you have all the containers listed on the packing list?
  - If some doses or formulations of vaccine appear to be missing, check to see how many containers there are in the shipment. See if those containers are in the group that arrived in your office today.
  - Do you have more doses than you ordered?
  - If there are any problems or inconsistencies between your order and the vaccine received (including not having all the containers listed on the packing slip) -- contact the Vaccine Management Unit immediately at 617-983-6828.
- **Develop a system to track all doses of vaccine received, as well as their manufacturer, lot number and expiration date.**
  - And keep a copy of the packing slip for your own records too.

### **Return Empty Boxes at No Cost to You**

- McKesson sends your vaccine in recyclable extended-use coolers. You **must** return the boxes to McKesson. Instructions for returning boxes will be in the box. With your support, we can all be environmentally responsible.
- Keep 1-2 boxes on hand to use to return any wasted and expired vaccine.
- To arrange for the empty boxes to be picked up, you **must** call McKesson Specialty Customer Care at 877-822-7746. (Boxes can be returned only via UPS arranged by McKesson.)
- **WARNING:** Do **not** call UPS directly or you will be charged for shipment of the boxes.

**Note:** In Massachusetts, the Project Point of Contact (**PPOC**) referred to in the McKesson materials is the MDPH Vaccine Management Unit. Call the MDPH Vaccine Management Unit for any issues regarding state supplied vaccine, including ordering, shipments and cold chain problems. *Never* call McKesson, except to arrange the return of empty boxes.

### **Procedure for Vaccine Returns**

- Returning damaged or expired state-supplied vaccine ensures that MDPH receives credit toward the purchase of additional vaccine.
- If you have vaccine that is damaged or expired, you **must** call the MDPH Vaccine Management Unit at 617-983-6828 for instructions and approval for returning that vaccine, (including the completion of a *Vaccine Return Form*). Keep a copy of the form for your own records too.

### **Continue Best Practices in Vaccine Storage and VIS Provision.**

- Organize vaccine in refrigerator to maximize space and allow proper air flow.
- Monitor and record temperatures twice daily.
- Rotate vaccine stock when new vaccines arrive.
- You will still be receiving varicella and MMRV vaccines on dry ice directly from Merck. Follow your usual procedures to ensure the cold chain of these vaccines.
- Some of your doses of state-supplied influenza vaccine will still be distributed via your regional immunization office or local distributor.
- Maintain an inventory of Vaccine Information Statements (VISs). All VISs, in many languages, are available in print and audio formats at: [www.cdc.gov/vaccines/pubs/vis/default.htm](http://www.cdc.gov/vaccines/pubs/vis/default.htm). You can also subscribe for email VIS updates at this site.
- More information about VMBIP can be found at [www.mass.gov/dph](http://www.mass.gov/dph).